

RESERVATION POLICY



NON-HOLIDAY RESERVATIONS

An advance payment of 50% (payment in full for two-night minimum) is required on all regular reservations. The balance is due prior to arrival. The balance will be charged to the same credit card that was used for your advance payment unless other arrangements have been made. Your advance payment is refundable, less \$50 processing fee, only if you cancel more than 30 days prior to your arrival. Partial cancellations and changes of reservation dates may not be accepted due to availability and minimum stay requirements. Refunds for early departures or within 30 days of arrival minus a \$50 processing fee will only be made after the Chalet has been rebooked. Last minute cancellations that are not rebooked may result in no refund of advance payment.

HOLIDAY RESERVATIONS

For guaranteed holiday reservations we require payment in full in advance. (Christmas-New Years, 4th of July, Labor Day and Presidents Day Weekends). Upon any cancellation of reservations refunds, less \$50.00 processing fee, will be made only upon re-renting the Chalet that was booked for the full stay. Partial cancellations and changes of reservation dates may not be accepted due to availability and minimum stay requirements. Refunds for cancellations or early departures minus a \$50.00 processing fee will only be made after the Chalet has been rebooked. Cancellations within 14 days of arrival if rebooked will incur loss of the value of 1 nights

stay from the advance payment. Cancellations within 14 days of arrival if not rebooked will forfeit their entire advance payment.

INTERNATIONAL RESERVATIONS

An advance payment of 50% for non-holiday reservations, payment in full for two night minimum stays or holiday periods is required on all reservations. The balance is due prior to arrival. The balance will be charged to the same credit card that was used for your advance payment unless other arrangements have been made. Your advance payment is refundable, less \$50/Chalet fee, only if you cancel more than 30 days prior to your arrival. Partial cancellations and changes of reservation dates may not be accepted due to availability and minimum stay requirements. Refunds for early departures minus a \$50.00 fee will only be made after the room has been rebooked for the remaining days of the reservation. We will not accept checks, cashier's checks, money orders or wire transfers for international reservations. Refunds for cancellation of international reservations may not be processed for up to 45 days from the date of cancellation. Both the 45 day cancellation and wait period for processing the refund are at the discretion of the Chalet property owner. All refunds will be credited to the credit card account that was originally used to confirm the reservation.

WEATHER AND ROAD CLOSURES

Cancellations for weather and reasons beyond our control may not be accepted with the above mentioned cancellation policies. During the winter months road conditions can vary greatly. We will consider the roads closed if all roads leading to the Chalet are closed for the entire day of your expected arrival. For the purposes of this reservation the following do not constitute road closures: traffic metering, chain requirements, inclement weather, and temporary closures for accidents and/or snow removal and construction delays. Please be aware that Hwy 89 between Tahoma and South Lake Tahoe at Emerald Bay closes frequently during the winter months. Closure of Hwy 89 at Emerald Bay does not constitute grounds for reservation cancellation. During winter months plan to arrive using one of the North Lake Tahoe routes. For road conditions call 800-427-ROAD

FAILURE TO CHECK-OUT AND/OR LATE CHECK-OUTS

Please read the following information carefully.

Check out time is before 11:00am on the day of departure. All late checkouts must be approved 24hrs in advance. In many cases a late checkout may not be possible. Checkouts between 11am and 1pm will be charged a \$50 late checkout fee. Checkouts after 1pm will be charged an additional day. The check-out time and date above are important, because we have made reservation contracts with incoming guests to use your room starting the day you

check-out. Please be courteous and give us time to prepare our Chalet for arriving guests. Although we don't anticipate any problems in this regard, we want to be sure that you are aware that if for any reason you cannot or do not completely vacate the Chalet by the check-out time on the date you are to leave, we have the right under California law to, and will, enter the property, collect your belongs, change the locks to the Chalet, and make the Chalet available to the arriving guest who has a reservation for it. This is necessary in order for us to be able to honor our reservations arrangements with our incoming guests. For an interim period, we will keep your belongings for you and will return them to you upon request, shipping costs will be charged to your credit card.